



Governmental Operations Committee

**Wednesday, January 25, 2006
1:30 – 3:30 PM
Morris Hall**

Committee Action Report

COMMITTEE MEETING REPORT
Governmental Operations Committee

1/25/2006 1:30:00PM

Location: Morris Hall (17 HOB)

(AMENDED)

Attendance:

	<i>Present</i>	<i>Absent</i>	<i>Excused</i>
David Rivera (Chair)	X		
Frank Attkisson	X		
Loranne Ausley	X		
Anna Benson			X
Kenneth Gottlieb	X		
David Mealor	X		
Ray Sansom	X		
Totals:	6	0	1

Committee meeting was reported out: Wednesday, January 25, 2006 4:20:44PM

COMMITTEE MEETING REPORT
Governmental Operations Committee

1/25/2006 1:30:00PM

Location: Morris Hall (17 HOB)

(AMENDED)

HB 105 : Retiree Health Insurance Subsidy

☒ *Favorable With Committee Substitute*

	<i>Yea</i>	<i>Nay</i>	<i>No Vote</i>	<i>Absentee Yea</i>	<i>Absentee Nay</i>
Frank Attkisson	X				
Loranne Ausley	X				
Anna Benson			X		
Kenneth Gottlieb	X				
David Mealor	X				
Ray Sansom	X				
David Rivera (Chair)	X				
Total Yeas: 6 Total Nays: 0					

Appearances:

Retiree Health Insurance Subsidy
Jeanette Wynn, President (Lobbyist) - Proponent
AFSCME
3064 Highland Oaks Terrace
Tallahassee, Florida 32303
Phone: (850) 222.0842

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COMMITTEE MEETING REPORT
Governmental Operations Committee

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Location: Morris Hall (17 HOB)

(AMENDED)

HB 405 : Deferred Compensation Programs

☒ *Favorable With Committee Substitute*

	<i>Yea</i>	<i>Nay</i>	<i>No Vote</i>	<i>Absentee Yea</i>	<i>Absentee Nay</i>
Frank Attkisson	X				
Loranne Ausley	X				
Anna Benson			X		
Kenneth Gottlieb	X				
David Mealar	X				
Ray Sansom	X				
David Rivera (Chair)	X				
Total Yeas: 6 Total Nays: 0					

Appearances:

Deferred Compensation Programs

Frank Messersmith (Lobbyist) - Proponent

Florida Sheriffs Association

2901 Lake Bradford Road

Tallahassee, Florida

Phone: (850) 576.5858

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COMMITTEE MEETING REPORT
Governmental Operations Committee

1/25/2006 1:30:00PM

Location: Morris Hall (17 HOB)

(AMENDED)

PCB GO 06-05 : OGSR Security System Plans

☒ *Favorable*

	<i>Yea</i>	<i>Nay</i>	<i>No Vote</i>	<i>Absentee Yea</i>	<i>Absentee Nay</i>
Frank Attkisson	X				
Loranne Ausley	X				
Anna Benson			X		
Kenneth Gottlieb	X				
David Mealor	X				
Ray Sansom	X				
David Rivera (Chair)	X				
Total Yeas: 6		Total Nays: 0			

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COMMITTEE MEETING REPORT
Governmental Operations Committee

1/25/2006 1:30:00PM

Location: Morris Hall (17 HOB)

(AMENDED)

PCB GO 06-10 : OGSR Motor Vehicle Crash Reports

☒ *Favorable*

	<i>Yea</i>	<i>Nay</i>	<i>No Vote</i>	<i>Absentee Yea</i>	<i>Absentee Nay</i>
Frank Attkisson	X				
Loranne Ausley		X			
Anna Benson			X		
Kenneth Gottlieb		X			
David Mealor	X				
Ray Sansom	X				
David Rivera (Chair)	X				
Total Yeas: 4		Total Nays: 2			

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COMMITTEE MEETING REPORT
Governmental Operations Committee

1/25/2006 1:30:00PM

Location: Morris Hall (17 HOB)

(AMENDED)

PCB GO 06-11 : OGSR Medical Facility Information

☒ *Favorable*

	<i>Yea</i>	<i>Nay</i>	<i>No Vote</i>	<i>Absentee Yea</i>	<i>Absentee Nay</i>
Frank Attkisson	X				
Loranne Ausley	X				
Anna Benson			X		
Kenneth Gottlieb	X				
David Mealor	X				
Ray Sansom	X				
David Rivera (Chair)	X				
Total Yeas: 6 Total Nays: 0					

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COMMITTEE MEETING REPORT
Governmental Operations Committee

1/25/2006 1:30:00PM

Location: Morris Hall (17 HOB)

(AMENDED)

PCB GO 06-12 : OGSR Comprehensive Emergency Management Plans

☒ *Favorable*

	<i>Yea</i>	<i>Nay</i>	<i>No Vote</i>	<i>Absentee Yea</i>	<i>Absentee Nay</i>
Frank Attkisson	X				
Loranne Ausley	X				
Anna Benson			X		
Kenneth Gottlieb	X				
David Mealor	X				
Ray Sansom	X				
David Rivera (Chair)	X				
Total Yeas: 6 Total Nays: 0					

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Location: Morris Hall (17 HOB)

(AMENDED)

PCB GO 06-13 : OGSR Long-term Care Facilities

☒ *Favorable*

	<i>Yea</i>	<i>Nay</i>	<i>No Vote</i>	<i>Absentee Yea</i>	<i>Absentee Nay</i>
Frank Attkisson	X				
Loranne Ausley		X			
Anna Benson			X		
Kenneth Gottlieb		X			
David Mealor	X				
Ray Sansom	X				
David Rivera (Chair)	X				
Total Yeas: 4 Total Nays: 2					

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(AMENDED)

PCB GO 06-14 : OGSR Total Maximum Daily Loads

☒ *Temporarily Deferred*

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Governmental Operations Committee

1/25/2006 1:30:00PM

Location: Morris Hall (17 HOB)

(AMENDED)

Summary:

Governmental Operations Committee

Wednesday January 25, 2006 01:30 pm

HB 105	Favorable With Committee Substitute	Yeas: 6 Nays: 0
HB 405	Favorable With Committee Substitute	Yeas: 6 Nays: 0
PCB GO 06-05	Favorable	Yeas: 6 Nays: 0
PCB GO 06-10	Favorable	Yeas: 4 Nays: 2
PCB GO 06-11	Favorable	Yeas: 6 Nays: 0
PCB GO 06-12	Favorable	Yeas: 6 Nays: 0
PCB GO 06-13	Favorable	Yeas: 4 Nays: 2
PCB GO 06-14	Temporarily Deferred	

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Department of Management Services People First! Legislative Update

House Governmental Operations
January 25, 2006



People First! Background

- New electronic personnel information system
- Move from a paper intensive system to electronic/real-time system
- Move from a personnel office centered system to a manager/employee self-service system
- Comprehensive system serving 33 diverse agencies

Yesterday ... Where we were ...

- System implemented too quickly
- Small dedicated, but understaffed team (8 people up from 2)
- Spending only \$1.2 million (project team/third party monitor) to manage a \$350 million project
- Contract lacked strong performance measures and accountability
- No process to identify systemic problems
- No collaborative system to solve problems

Where we were ...

- No organized and inclusive method of tracking outstanding issues
- No formalized method of communicating problems, issues and resolutions
- Slow answer times and long hold times
- Numerous cases of dropped insurance coverage and long delays in receiving refund checks

Today ... What we have accomplished ...

- Created a 22-member, dedicated professional project management team
- Spending less than \$2.1 million (project team) to manage a \$350 million project – still a very modest amount
- Personal involvement by Convergys' top management
- Modified Convergys contract, adding/strengthening performance measures and increasing liquidated damage amounts
- Created Personnel Officer Advisory Group

What we have accomplished ...

- Engaged state agencies – through weekly meetings with Personnel Officers, regular meetings with Agency Heads and other meetings/communications – to identify and solve issues collaboratively
- Created a Change Review Board – inclusive of Executive, Cabinet, Legislative, Judicial and University Personnel Officers – to help prioritize system improvements and training needs
- Created a database to track outstanding issues
- Established a Process Analysis Team to identify root causes and to develop solutions for system issues

What we have accomplished ...

- Faster telephone answer time from 3 minutes 58 seconds (January 2005) to only 25 seconds today
- Reduced number of calls abandoned by customers from 14.6 percent (January 2005) to 3.18 percent today
- Reduced average monthly benefit cases by 60 percent within the last year
- Improved refund process, reducing turn-around time from 60 days (January 2005) to 4-6 days today
- Solving root cause of dropped coverage and other benefit issues and have put procedure in place to restore coverage within 1 day

What we have accomplished ...

- Completed 30 system enhancements/corrections in the last year
- Formalized process to ensure all system enhancements are fully developed and tested before being deployed
- Stepped up People First! employee training and call monitoring to ensure quality response to customer inquiries
- Successfully conducted first open enrollment since system fully operational – processing all 46,000 enrollment changes, a new record

What we have accomplished ...

- Successfully introduced the Health Investor Health Plan and new Health Savings Account
- Conducted comprehensive review of the security procedures and handling of state employee personal information by both state human resource personnel and Convergys employees
- As a result of our review, developed a series of new proactive security measures to ensure state employee personal information remains protected, including regular/random monitoring of all who have accessed to the system

Tomorrow ... Looking ahead ...

- Implementing 18 new system enhancements in March 2006, including fixes for overtime and flextime pay issues
- Introducing an additional 5 new system enhancements in September 2006, including Personnel Action Request (PAR) process improvements
- Upgrading the SAP platform by the end of the year, improving reliability and allowing for quicker/easier system changes
- Making the hiring process more user-friendly for applicants and agencies

Looking ahead ...

- Taking proactive steps to make People First! accessible to the disabled (508 compliance)
- Partnering with the Department of Financial Services to complete a successful ASPIRE interface
- Continuing to strengthen system security, including implementation of new State Agency Security Plan with background checks and disclosure statements for state human resource personnel who have system access and new restrictions on the number and level of state human resource personnel who have system access

Looking ahead ...

- Proud of what we have accomplished
- Team work ethic and commitment are unmatched
- Still have work to do
- Continuing to make improvements
- Committed to making People First! system more responsive, more user friendly and better – every day